**Service Mapping** is a web app designed to provide useful information about services for refugees and migrants, host communities, returnees and persons at risk of statelessness, among others. The mobile tool allows you to see where you can access up-to-date information, services, assistance and the location of Support Spaces available in each country.

**Support Spaces** (in Spanish: ‘Espacios de Apoyo’) is a regional initiative supported by the Regional Interagency Coordination Platform for refugees and migrants from Venezuela (R4V), which seeks to promote in a coordinated and joint manner, a network of spaces where people receive information, orientation and basic services that respond to their urgent needs.

### Types of Services

#### BASIC ASSISTANCE
- Financial support
- Shelter
- Transportation

#### EDUCATION
- Legal support, information, guidance
- Schooling, school reinforcement

#### FOOD SAFETY
- Coupons
- Community kitchen
- Financial support
- Food bonus
- Information & guidance

#### INFORMATION
- Identification & referral of cases with specific needs
- Information & guidance

#### HEALTH
- Dignity Kit
- HIV Counseling / treatment
- Information & guidance
- Material support
- Mental health
- Primary care
- Identification & referrals
- Sexual & Reproductive Health
- Vaccination

#### LIVELIHOODS
- Entrepreneurships
- Information & guidance
- Labor insertion
- Technical training

#### NUTRITION
- Hydration & feeding
- Information & guidance

#### PROTECTION
- Legal
- Family reunification
- Persons with specific needs
- Child Protection
- Human trafficking and smuggling
- Gender-based violence

#### WATER, SANITATION & HYGIENE
- Access to safe water
- Showers/toilets
- Hygiene kit

#### CONNECTIVITY & LOGISTICS
- Telephone
- Internet/WiFi hotspot

### What is available

- Access platforms
- Service Providers
- Refugees and migrants (mobile)
- Downloadable PDF of services – for users offline
- User guide - for service providers how to use the tool
- Feedback form – End user and service providers

### What’s next?

- R4V Chatbot
- Continue improving web app (mobile) based on user feedback
**SERVICE PROVIDERS**

**Desktop Web Platform & Tools**

- Empowers actors to provide up-to-date information for the Support Spaces and/or services they provide.
- Create & edit Support Spaces and Services.
- Create & edit user permissions.

**REFUGEES & MIGRANTS**

**Web app with Google Maps integration**

- Easily accessible by refugees and migrants through mobile phones or other devices.
- Get useful information for each service by location, assistance, working hours and more.
- Google Map directions to services & Support Spaces.

**TO ACCESS THE R4V TOOL**

1. Go to: [https://espacios.r4v.info](https://espacios.r4v.info)
2. Enter your email (credentials) & password.

**TO ACCESS THE R4V TOOL**

1. Use your cell phone’s camera to scan the QR code and access the map.

   ...or type this link into your browser: [espacios.r4v.info](http://espacios.r4v.info)